

The Honorable Michael K. Powell
Chairman
Federal Communications Commission
445 12th Street, S.W.
Washington, D.C. 20554

Dear Chairman Powell:

My name is Bob Morgan and I am a user of the ADSL services provided by Iglou in Louisville, Kentucky. I choose Iglou after starting with the telephone company and then switching to Iglou. The switch was made because of unresponsive service by what was then General Telephone (Lexington, Kentucky). The telephone company had an endless series of phone answering devices that looped around to the point that you could never get help with a problem. Also, they had no spam filtering, and the spam cluttered up my mailbox.

Iglou is a regional firm that gives excellent service, unlike the local telephone company.

Sincerely,

Bob Morgan
2909 Candlelight Way
Lexington, KY 40502